




MEMORANDUM

TO: All Remedy Users

FROM: Lori Sorenson, BCCS Chief Operating Officer 

DATE: June 26, 2007

SUBJECT: Upgrade of Remedy to Version 6.0

The Illinois Department of Central Management Services (CMS) Bureau of Communication and Computer Services, (BCCS) will place the Remedy Information Technology Service Management (ITSM) Application Suite v6.0 into production on Sunday, July 1, 2007.

BCCS will begin the rollout to production on Friday, June 29, 2007. While we are releasing ITSM v6.0, the previous v5.6 will still be available. This will ensure there is no break in service for the Help Desk and ESR/Change applications. To ensure that we have a smooth transition from ITSM v5.6 to ITSM v6.0, both applications will be maintained until an orderly conversion can be achieved. This means if you have a Help Desk ticket that was created in v5.6, you will still sign into ITSM v5.6 to view that ticket. All new Remedy tickets will be created in v6.0. The same will apply to Enterprise Service Request (ESR) and Change Management as well. Once v6.0 is in production, it will no longer be possible to create new tickets in v5.6. A document describing the differences in log-in procedures for ITSM v5.6 and ITSM v6.0 will be distributed in a subsequent communication.

Remedy ITSM v6.0 adds much needed capability to our existing Remedy enterprise systems. Using industry standard best practices, Remedy ITSM v6.0 offers an improved enterprise solution for many shared services and processes such as service desk, change management, and configuration management. Remedy ITSM v6.0 also provides the capability to build a centralized, trusted data source for tracking IT related configuration items. It will also furnish the tools necessary to develop enterprise solutions for core CMS processes such as ESR, Desktop Deployment, Provisioning, and the Procurement Business Case (PBC) application.

This new release is a significant milestone on the BCCS roadmap. We now have the enhanced tools that support the assignment of work to the various shared services teams and other groups that permit agencies to order desktop and laptop computers. Additionally, we have established the platform that CMS will use to transition from Lotus Notes to Remedy Enterprise Change Management.

If you have any questions, please do not hesitate to contact Tom Seagraves, the IT Service Desk Manager, at 217.524.0574 or Gary Wasilewski, the Customer Solutions Center Quality Assurance Manager at 217.557.8000. We appreciate your cooperation as we take this next step in the CMS/BCCS Roadmap.